Will Consumer Directed Health Care Improve Quality of Care and System Performance?

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How Might System Performance & Quality Improve?

System Performance:
• ? Improved coverage/access
• ? Improved equity
• ? Improved timeliness of care
• ? Improved efficiency
  – getting the same outcomes with optimal use of resources/less cost
How Might System Performance & Quality Improve?

Quality:
- ? Improved effectiveness of care
- ? Improved safety
- ? Improved patient-centeredness
- ? Improved efficiency
  - Getting better outcomes for the same or less cost
Conflicting “Evidence” About Effects on Quality/Utilization

- Aetna
  - Same or increased use of preventive practices

- Harris Interactive Survey
  - Decreased use of necessary services
Patient-Centeredness

- Transparency
  - Tiering
- Shared Decision Making
- Less Complex Processes of Care
The Greatest Good For The Greatest Number

• How CDHP’s could increase coverage:
  – ? But, is this likely
The Jury Is Out

- CDHPs are a reality
- Membership is increasing
- We need good, independently generated data on quality & system performance
Policy Implications

• If quality is deteriorating

• If quality is improving
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